



2817 Canal Street
New Orleans, LA 70119

**New Orleans Regional Transit Authority
Rider's Advisory Committee
RAC**

Meeting Agenda - Final

Wednesday, January 8, 2025

5:30 PM

RTA Board Room

This will be an in-person meeting where masks are optional inside the boardroom. A live stream of the meeting is available on the agency's website.

This meeting is accessible to persons with disabilities. To help assure availability, modifications or accommodations linked to a disability must be requested 72 hours before the meeting or hearing. Please direct requests for public meeting accommodations to the Office of Board Affairs, 2817 Canal Street, NOLA 70119, or call 504-827-8341 or by email (rtaboard@rtaforward.org).

- 1. Welcome - Commissioner Neal**
- 2. Opening Comments - CEO, Lona Hankins**
- 3. Public Forum - Open Discussion**
- 4. Old Business**

[RAC Meeting Follow Ups]

[24-114](#)

5. New Business

- A. January Service Pick
- B. Super Bowl Service Plan
- C. Super Bowl Service Disruption Plan

D. Mardi Gras Service Plan

6. Wrap Up (Next RAC Meeting is February 2, 2025)



New Orleans Regional Transit Authority

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Board Report and Staff Summary

File #: 24-114

Rider's Advisory Committee

[RAC Meeting Follow Ups]



RIDERS LOG

Reference Number	Keyword/Complaint Details	Received On	Resolved On	Agency Response
2024-001	Certificate of Appreciation	03/06/24	03/06/24	An area neighborhood association presented certificates of appreciation to the Outreach Team and the Roadway Crew
2024-002	Permanent Bus Stop Signage	03/06/24	03/07/24	A new RFP is out to bid. Responses are due 04/02/24
2024-003	Bus Cleanliness	03/06/24	03/06/24	The Fleet is leaving the barn clean—garbage left behind by riders during service is the problem
2024-004	Restoration of Bus Service: Mirabeau and St. Anthony area. Walk to the nearest stop is too far. Service needs to be restored in this area.	03/06/24 09/04/24		
2024-005	Restricted Entrance (Why are passengers not allowed to enter the Ferry Terminal?)	03/06/24	11/06/24	At the time of the ferry terminal opening, it was determined RTA was not staffed or equipped to support the ongoing maintenance required of the bathroom if it were opened for daily public use. Additionally, because the hallway is not visible from the main terminal area, staff determined additional security measures would be required to keep patrons safe. Some staff voiced concerns about their safety and well-being in the area. A business decision was made to keep



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				the area off limits to the public until it could be evaluated further.
2024-006	Missing Bus Stop Signage and Lack of Shelters in the Lower 9th Ward	03/06/24		
2024-007	Undesignated Bus Detour (#8 St. Claude line reported)	03/06/24	03/12/24	An email response was sent to the rider indicating that the detour issue was corrected.
2024-008	Failure to Serve A Designated Bus Stop (General DeGaulle)	03/06/24	03/25/24	Stop issue resolved.
2024-009	Lack of Signage throughout the city.	04/03/24	04/03/24	A new RFP is out to bid. Responses are due 04/02/24
	Service Alerts Do Not Work	04/03/24		
2024-010	Paratransit Reservations/Confirmations Not Being Honored	04/03/24		
2024-011	Creation of a Communication Policy document for communicating service disruptions and detours for all fixed routes, streetcars, and paratransit to the public and ridership. Status?	04/03/24	11/06/24	The communications plan is a work in progress. No schedule yet for rolling out the draft.
2024-012	Update on the ADA Committee	04/03/24		
2024-013	What is RTA's timetable for seeking Council	06/05/24	06/07/24	The council has already approved the route.



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	approval for the Bus Rapid Transit (BRT)?			Approval for street configuration is a little less clear but I would expect something in late 2025
2024-014	Restore Bus Service: At the Convention Center. Riders are forced to walk to Camp, Magazine or St. Charles	09/04/24		
2024-015	Le Pass App: Chalmette Ferry not been operational for months, but the app says it is running.	09/04/24		
2024-017	Benches: What happened to the bench on Canal and Scott St? It was removed in March/April and was told initially the bench would be restored. Why? It's been 6 months.	10/02/24	11/06/24	This shelter was damaged and removed shortly after Hurricane Ida. Staff is evaluating our resources to work to restore the shelter.
2024-018	Missing Bus Stop: #57 Broadway & St. Charles and #91 N. Rampart & Ursuline	10/02/24		
2024-019	Paratransit Reservations: Pick times are not honored and frequently seen as No Shows because they are not kept.	10/02/24	10/03/24	Customer Relations and Paratransit followed up with the rider.
2024-20	Bus Route Change: Several speakers complained about buses speeding along France Street shaking homes and deteriorating the road	10/02/24		



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	infrastructure. Speakers requested that the route be changed.			
2024-21	<p>Scheduling of #114B Garden Oaks Woodland: A rider submitted a detailed email complaining about the frequency is inconvenient causing late arrivals for riders and Tullis and Woodland not a safe place for drivers to leave riders to take breaks.</p> <p>Requested more time for riders to reach the Tullis bus stop; The library stop is not safe. Want the old bus stop at the corner of Elks and Canal restored. It allows for a shorter walk to transfer to the streetcars instead of being forced to walk 4 blocks.</p>	10/31/24		